



**AUTHORIZED FEDERAL SUPPLY SCHEDULE INFORMATION TECHNOLOGY  
SCHEDULE PRICELIST  
GENERAL PURPOSE COMMERCIAL INFORMATION TECHNOLOGY  
EQUIPMENT, SOFTWARE & SERVICES**

**SPECIAL ITEM NUMBERS 132-51, 132-51STLOC, 132-51RC - INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES**

FPDS Code D301	IT Facility Operation and Maintenance
FPDS Code D302	IT Systems Development Services
FPDS Code D306	IT Systems Analysis Services
FPDS Code D307	Automated Information Systems Design and Integration Services
FPDS Code D308	Programming Services
FPDS Code D310	IT Backup and Security Services
FPDS Code D311	IT Data Conversion Services
FPDS Code D316	IT Network Management Services
FPDS Code D399	Other Information Technology Services, Not Elsewhere Classified

**Note 1:** All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

**Note 2:** Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

**Note 3:** This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performance by the publisher or manufacturer or one of their authorized agents.

## Synergetics Incorporated

1520 S. College Ave.  
Fort Collins, Colorado 80524  
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Fax: (970) 498-9775  
[www.synergetics.com](http://www.synergetics.com)

Contract Number: [GS-35F-0389K](#)

Period Covered by Contract: [May 3, 2005 through May 2, 2020-Option Year 2](#)

General Services Administration  
Federal Acquisition Service

Pricelist current through Modification #**P0**\_\_\_\_\_, dated \_\_\_\_\_. [Refresh #35](#)

IT Professional Services and ordering information in this Authorized FSS Information Technology Schedule Pricelist are also available on the GSA Advantage! System (<http://www.gsaadvantage.gov>).

## CUSTOMER INFORMATION:

**1. Awarded Special Item Number(s):**

SIN	Description
132-51, 132-51STLOC, 132-51RC	Information Technology Services

**1b.** Identification of the lowest priced labor category description, job title # and hourly rate awarded under the contract is:

Job Title #	Labor Category Description	GSA Hourly Rate
SYN370	Procurement Products Specialist	\$49.26
SYN720	Training Specialist	\$49.26

**1c.** Labor Category Descriptions of all corresponding commercial job titles, experience, functional responsibility and education are outlined on [Pages 15-23](#) within this pricelist.

**2. Maximum Order:** \$500,000 – For SINs 132-51, 132-51STLOC and 132-51RC

**3. Minimum Order:** \$100

**4. Geographic Scope of Coverage:** The Geographic Scope of Coverage is Domestic Delivery. This is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

**5. Quantity Discount:** None

**6. Prompt Payment Terms:** None Offered

**7. Government Purchase Cards:** Government Purchase Cards will be accepted however no additional discounts will apply under the contract.

**8. Government Educational Institutional Discounts:** The Government Educational Institutions are offered the same types of discounts and concessions under this contract as all other Government customers.

**9. Foreign Items:** No foreign items are awarded under this contract.

**10. Normal Delivery Terms** – As negotiated between [Synergetics](#) and the Ordering Activity

**11b. Expedited Delivery Terms:** As Negotiated between [Synergetics](#) and the Ordering Activity

**11c. Overnight/2-Day Delivery Terms:** As negotiated between [Synergetics](#) and the Ordering Activity

**11d. Urgent Requirements:** When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

**11. FOB Point:** Destination

**12. Ordering Address:** Synergetics Incorporated  
Attn: GSA Orders  
1520 S. College Ave.  
Fort Collins, CO 80524

**13. Payment Address:** Synergetics Incorporated  
Attn: Accounts Receivable  
1520 S. College Ave.  
Fort Collins, CO 80524

**14. Warranty/Guarantee Provisions:** All services performed under this contract will be guaranteed to be completed in a satisfactory workmanlike manner as delineated with this Authorized FSS IT Schedule Pricelist.

**15. Export Packing Charges:** Export Packing is not offered under this contract.

**16. List of Participating Dealers:** Synergetics does not authorize any participating dealers under this contract.

**17. Environmental Attributes** (e.g., recycled content, energy efficiency, and/or reduced pollutants): Not Applicable

**18. Section 508 Compliance:** Contact Synergetics for Section 508 compliance information. The EIT standards can be found at: <http://www.section508.gov>

**19. Liability For Injury or Damage:** The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

**20. Data Universal Numbering System (DUNS) Number:** 966870115

**20a. Taxpayer Identification Number (TIN):** 841308427

**20b. Business Size:** Small Business Concern

**20c. CAGE Code:** 1FBW9

**20d. Synergetics Incorporated** is currently registered within the System for Award Management (SAM) database.

**21. Trade Agreements Act of 1979, as Amended:** All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

**22. Ordering Procedures for Federal Supply Schedule Contracts:** Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

**23. Federal Information Technology Telecommunications Standards Requirements:** Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

**24. Federal Information Processing Standards Publications (FIPS PUBS):** Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

**25. Federal Telecommunication Standards (FED-STDS):** Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

**26. Contractor Tasks/Special Requirements (C-FSS-370) (NOV 2003):**

- (a) Security Clearances: The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.
- (b) Travel: The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) Certifications, Licenses and Accreditations: As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/ possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) Insurance: As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) Personnel: The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) Organizational Conflicts of Interest: Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) Documentation/Standards: The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) Data/Deliverable Requirements: Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) Government-Furnished Property: As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) Availability of Funds: Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No

legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.

- (k) Overtime: For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

**27. Contract Administration for Ordering Activities:** Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

**28. GSA Advantage!:** GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

**29. Purchase of Open Market Items: Note:** Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

**30. Contractor Commitments, Warranties and Representations:**

- a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:
- (1) Time of delivery/installation quotations for individual orders;
  - (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software package submitted in response to requirements which result in orders under this schedule contract.
  - (3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.
- b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

**31. Overseas Activities:** The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

None

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Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

**32. Blanket Purchase Agreements (BPAs):** The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

**33. Contractor Team Arrangements:** Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

**34. Installation, Deinstallation, Reinstallation:** The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the

site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

**35. Prime Contractor Ordering from Federal Supply Schedules:** Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order

—

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from \_\_\_\_\_ dated \_\_\_\_\_. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

**36. Insurance- Work On A Government Installation (JAN 1997)(FAR 52.228-5):**

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.



**37. Software Interoperability:** Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

**38. Advance Payments:** A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)  
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBERS 132-51, 132-51STLOC and 132-51RC)**

***\*NOTE: All non-professional labor categories must be incidental to, and used solely to support professional services, and cannot be purchased separately.***

**1. SCOPE**

- a. The prices, terms and conditions stated under Special Item Numbers 132-51, 132-51STLOC, and 132-51RC Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.
- b. The Contractor shall provide services at the Contractor's facility and/or at the ordering activity location, as agreed to by the Contractor and the ordering activity.

**2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)**

- a. Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.
- b. The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.
- c. Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.

**3. ORDER**

- a. Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.
- b. All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.

#### **4. PERFORMANCE OF SERVICES**

- a. The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.
- b. The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.
- c. The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.
- d. Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

#### **5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)**

- (a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-
  - (1) Cancel the stop-work order; or
  - (2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.
- (b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-
  - (1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and
  - (2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.
- (c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.
- (d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

## **6. INSPECTION OF SERVICES**

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

## **7. RESPONSIBILITIES OF THE CONTRACTOR**

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

## **8. RESPONSIBILITIES OF THE ORDERING ACTIVITY**

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

## **9. INDEPENDENT CONTRACTOR**

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

## **10. ORGANIZATIONAL CONFLICTS OF INTEREST**

### **a. Definitions.**

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

## **11. INVOICES**

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

## **12. PAYMENTS**

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition As prescribed in 16.601(e)(3), insert the following provision:

- (a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.
- (b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—
  - (1) The offeror;
  - (2) Subcontractors; and/or
  - (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.

## **13. RESUMES**

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

## **14. INCIDENTAL SUPPORT COSTS**

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

## **15. APPROVAL OF SUBCONTRACTS**

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

**IT PROFESSIONAL SERVICES RATES**  
**SINs 132-51, 132-51STLOC and 132-51RC**

Job Title #	Labor Category Description	GSA Rate
SYN010	ADP Hardware Specialist	\$54.73
SYN020	Associate Application Programmer	\$62.95
SYN030	Application Programmer	\$71.17
SYN040	Senior Application Programmer	\$108.12
SYN050	Principle Application Programmer	\$156.43
SYN060	Associate GIS Application Programmer	\$62.95
SYN070	GIS Application Programmer	\$71.17
SYN080	Senior GIS Application Programmer	\$108.12
SYN090	Principle GIS Application Programmer	\$156.43
SYN110	Associate Business Manager	\$86.23
SYN120	Business Manager	\$93.06
SYN130	Senior Business Manager	\$98.54
SYN140	Principle Business Manager	\$130.01
SYN150	Senior Communication Hardware Specialist	\$65.70
SYN160	Principle Communication Hardware Specialist	\$78.01
SYN170	Senior Communication Network Specialist	\$73.89
SYN180	Principle Communication Network Specialist	\$88.94
SYN190	Senior Communication Software Specialist	\$90.31
SYN210	Principle Communication Software Specialist	\$109.48
SYN220	Associate Computer Systems Analyst	\$58.84
SYN230	Computer Systems Analyst	\$79.37
SYN240	Senior Computer Systems Analyst	\$95.79
SYN250	Principle Computer Systems Analyst	\$134.12
SYN260	Computer/Telecommunications Security Systems Specialist	\$75.27
SYN270	Data Base Management Specialist	\$102.64
SYN280	Sr. Subject Matter Expert	\$239.49
SYN290	Principal Subject Matter Expert	\$328.43
SYN300	Imaging Specialist	\$58.84
SYN310	Associate Information Systems Engineer	\$61.58
SYN320	Information Systems Engineer	\$84.84
SYN330	Senior Information Systems Engineer	\$108.12
SYN340	Principle Information Systems Engineer	\$136.85
SYN350	IRM Analyst	\$61.58
SYN360	Operations Manager	\$58.84
SYN370	Procurement Products Specialist	\$49.26
SYN390	Program Manager	\$93.06
SYN410	Senior Program Manager	\$98.54
SYN420	Principle Program Manager	\$136.85

Job Title #	Labor Category Description	GSA Rate
SYN430	Quality Assurance Specialist	\$71.17
SYN440	Associate Software Engineer	\$54.73
SYN450	Software Engineer	\$75.27
SYN460	Senior Software Engineer	\$98.54
SYN470	Principle Software Engineer	\$134.12
SYN480	Associate GIS Systems Engineer	\$58.84
SYN490	GIS Systems Engineer	\$76.65
SYN510	Senior GIS Systems Engineer	\$98.54
SYN520	Principle GIS Systems Engineer	\$134.12
SYN530	Software Systems Specialist	\$69.79
SYN540	Subcontracting Resource Manager	\$86.23
SYN550	System Administrator/Operator	\$57.48
SYN560	Associate System Engineer	\$61.58
SYN570	System Engineer	\$82.12
SYN580	Senior System Engineer	\$98.54
SYN590	Principle System Engineer	\$130.01
SYN610	Associate System Programmer	\$58.84
SYN620	System Programmer	\$78.21
SYN630	Senior System Programmer	\$93.06
SYN640	Principle System Programmer	\$112.21
SYN650	Senior Learning Products Developer	\$58.84
SYN660	Principle Learning Products Developer	\$72.53
SYN670	Associate Task Order Project Manager	\$86.23
SYN680	Task Order Project Manager	\$93.06
SYN690	Senior Task Order Project Manager	\$109.48
SYN710	Principle Task Order Project Manager	\$135.49
SYN720	Training Specialist	\$49.26
SYN730	Senior Training Specialist	\$58.84
SYN740	Principle Training Specialist	\$94.41

## Labor Category Descriptions

### **SYN010 ADP Hardware Specialist**

#### **Minimum/General Experience**

Reviews computer systems in terms of machine capabilities and man-machine interface

#### **Functional Responsibility**

Prepares reports and studies concerning hardware. Prepares functional requirements and specifications.

#### **Education Requirements**

Associate Degree or Equivalent Experience.

### **SYN020/030/040/050 Application Programmer**

#### **Minimum/General Experience**

Develops block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the computer software to produce the required product. Prepares required documentation including both program-level and user-level documentation. Enhances software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

#### **Functional Responsibility**

Analyzes functional business applications and design specifications for functional applications and design specifications for functional areas such as payroll, logistics, and contracts.

#### **Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

### **SYN060/070/080/090 GIS Application Programmer**

#### **Minimum/General Experience**

Develops GIS block diagrams and logic flow charts. Translates detailed design into computer software. Tests, debugs, and refines the GIS computer software to produce the required product. Prepares required documentation including both program-level and user-level documentation. Enhances GIS software to reduce operating time or improve efficiency. Provides technical direction to programmers as required to ensure program deadlines are met.

#### **Functional Responsibility**

Analyzes functional business applications and design specifications for functional applications and design specifications for functional areas.

#### **Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

### **SYN110/120/130/140 Business Manager**

#### **Minimum/General Experience**

Manages substantial contract support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all contract support activities. Has demonstrated communications skills with all levels of management. Establishes and alters (as necessary) management structure to effectively direct contract support activities. Meets and confers with Government management officials regarding the status of specific Contractor procurement

activities and problems, issues or conflicts regarding resolution. Shall be capable of negotiating and making binding decisions for the company.

**Functional Responsibility**

Serves as the Contractor counterpart of the Government Contracting Officer.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN150/160    COMMUNICATION HARDWARE SPECIALIST</b>
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**Minimum/General Experience**

Analyzes network and computer communications hardware characteristics and recommends equipment procurement, removals, and modifications. Adds, deletes and modifies, as required, host, terminal, and network devices. Assists and coordinates with communications network specialists in the area of communications software.

**Functional Responsibility**

Analyzes and implements communications standards and protocols according to site requirements.

**Education Requirements**

Associate Degree or Equivalent Experience.

<b>SYN170/180    COMMUNICATION NETWORK SPECIALIST</b>
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**Minimum/General Experience**

Analyzes network characteristics (e.g., traffic, connect time, transmission speeds, packet sizes, and throughput) and recommends procurement, removals, and modifications to network components. Designs and optimizes network components and capabilities. Ensures maintenance of systems Coordinates requirements with users and suppliers.

**Functional Responsibility**

Provides support on all phases of analysis, design, testing, and implementation of networks and the telecommunications infrastructure to support EC/EDI functions.

**Education Requirements**

Associate Degree or Equivalent Experience.

<b>SYN190/210    COMMUNICATION SOFTWARE SPECIALIST</b>
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**Minimum/General Experience**

Analyzes network and computer communications software characteristics and recommends software procurement, removals, and modifications. Adds, deletes, and modifies, as required, host, terminal, and network devices in light of discerned software needs/problems.

**Functional Responsibility**

Assists and coordinates with communications network specialists in the area of communication software.

**Education Requirements**

Associate Degree or Equivalent Experience.



<b>SYN220/230/240/250    COMPUTER SYSTEMS ANALYST</b>
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**Minimum/General Experience**

Develops and/or oversees plans for automated data processing systems from project inception to conclusion. Analyzes information to be processed. Defines and analyzes problems and develops system requirements and program specifications, from which programmers prepare detailed flow charts, programs, and tests. Coordinates closely with programmers to ensure proper implementation of program and system specifications. Develops, in conjunction with functional users, system alternative solutions. Provides support for the installation, testing implementation, and ongoing maintenance of the hardware/software to support EC/EDI functions and provides expertise in the area of EC/EDI translation software and systems.

**Functional Responsibility**

Analyzes, develops, and/or reviews computer software processing a wide range of capabilities, including numerous engineering, business, and records management functions.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN260                    COMPUTER/TELECOMMUNICATIONS SECURITY SYSTEMS SPECIALIST</b>
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**Minimum/General Experience**

Analyzes and defines security requirements for Multilevel Security (MLS) issues. Designs, develops, engineers, and implements solutions to MLS requirements. Gathers and organizes technical information about an organization's mission goals and needs, existing security products, and ongoing programs in the MLS arena.

**Functional Responsibility**

Performs risk analyzes which also include risk assessment. Develops, analyzes, and implements security architectures as appropriate.

**Education Requirements**

Associate Degree or Equivalent Experience.

<b>SYN270                    DATA BASE MANAGEMENT SPECIALIST</b>
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**Minimum/General Experience**

Evaluates and recommends available Data Base Management Systems (DBMS) products and services to support validated user requirements. Defines file organization, indexing methods, and security procedures for specific user applications.

**Functional Responsibility**

Manages and/or develops data base projects. Provides highly technical expertise in the use of Data Base Management Systems (DBMS) concepts.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN270/280/290            SUBJECT MATTER EXPERT</b>
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**Minimum/General Experience**

Performs functional allocation to identify required tasks and their interrelationships. Identifies resources required for each task. Possesses requisite knowledge and expertise so recognized in the professional

community that the Government is able to qualify the individual as an expert, in the field for an actual Task Order. Demonstrates exceptional oral and written communication skills.

**Functional Responsibility**

Analyzes user needs to determine functional requirements.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN300</b>	<b>IMAGING SPECIALIST</b>
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**Minimum/General Experience**

Process documents, brochures, logos, cover designs, multimedia designs, training, and presentations. Understands functionality of scanner. Knowledge in the operation of OCR software.

**Functional Responsibility**

Create various documents and graphs for presentation, proposal and deliverables. Experience in graphs software (Example: Corel Draw and Show, PowerPoint, and Freelance Graphics.) Experience in scanner software (Example: Graytouch, Catchword, and Wordscan Plus.)

**Education Requirements**

Associate Degree or Equivalent Experience.

<b>SYN310/320/330/340</b>	<b>INFORMATION SYSTEMS ENGINEER</b>
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**Minimum/General Experience**

Applies business process improvement practices to re-engineer methodologies/principles and business process modernization projects. Applies, as appropriate, activity and data modeling, transaction flow analysis, internal control and risk analysis and modern business methods and performance measurement techniques. Assist in establishing standards for information systems procedures. Develops and applies organization-wide information models for use in designing and building integrated, shared software and database management systems. Constructs sound, logical business improvement opportunities consistent with the configuration information management guiding principles, cost savings, and open architecture objectives.

**Functional Responsibility**

Analyzes information requirements. Evaluates analytically and systematically problems of workflow, organization, and planning and develops appropriate corrective action.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN350</b>	<b>IRM ANALYST</b>
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**Minimum/General Experience**

Ensures problem resolution and customer satisfaction for individual Task Orders. Performs technical and administrative efforts for tasks, including review of work products for correctness, compliance with industry accepted standards, federal government legislative and regulatory requirements, and user standards specified in Task Orders.

**Functional Responsibility**

Develops requirements of IT product/service (including specifications, feasibility studies, requirements analyzes, etc.) from inception to conclusion on simple to complex projects.

**Education Requirements**

Associate Degree or Equivalent Experience.

**SYN360 OPERATIONS MANAGER****Minimum/General Experience**

Provides users with computer output. Oversees all operations to ensure downtime is minimized, necessary supplies are restocked in a timely manner, customer requests/complaints are readily resolved, etc.

**Functional Responsibility**

Manages computer operations, including at Government facilities. Schedules machine time and directs data entry efforts.

**Education Requirements**

Associate Degree or Equivalent Experience.

**SYN370 PROCUREMENT PRODUCTS SPECIALIST****Minimum/General Experience**

Responsible for reviewing RFQ'S. Selecting suppliers and formulating quotations to the government. Maintaining a database of RFQ's. Monitoring activity of terms and conditions with suppliers.

**Functional Responsibility**

Procurement, execution and negotiation of subcontracts. Tracking of products.

**Education Requirements**

Associate Degree or Equivalent Experience.

**SYN390/410/420 PROGRAM MANAGER****Minimum/General Experience**

Manages substantial program/technical support operations involving multiple projects/task orders and personnel at diverse locations. Organizes, directs, and coordinates planning and execution of all program/technical support activities. Has demonstrated information technology expertise and communications skills to be able to Interface with all levels of management. Simultaneously plans and manages the transition of several highly technical projects. Establishes and alters (as necessary) management structure to effectively direct program/technical support activities. Meets and confers with Government management officials regarding the status of specific Contractor program/technical activities and problems, issues or conflicts regarding resolution.

**Functional Responsibility**

Serve as the Contractor counterpart to the Government program/technical managers.

**Education Requirements**

Masters Degree in Computer Science or Equivalent Experience.

**SYN430 QUALITY ASSURANCE SPECIALIST****Minimum/General Experience**

Develops and defines major and minor characteristics of quality including quality metrics and scoring parameters and determines requisite quality control resources for an actual Task Order. Establishes and maintains a process for evaluating hardware, software, and associated documentation and/or assists in

the evaluation. Conducts and/or participates in formal and informal reviews at pre-determined points throughout the development life cycle.

**Functional Responsibility**

Develops and implements quality control methodologies to ensure compliance with quality assurance standards, guidelines, and procedures in a large computer-based organization.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN440/450/460/470 SOFTWARE ENGINEER</b>
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**Minimum/General Experience**

Manages software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interpret software requirements and design specifications code, and integrates and tests software components. Estimates software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises software configuration management.

**Functional Responsibility**

Analyzes and studies complex system requirements. Designs software tools and subsystems to support software reuse and domain analyses and manage their implementation.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN480/490/510/520 GIS SYSTEMS ENGINEER</b>
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**Minimum/General Experience**

Manages GIS software development and support using formal specifications, data flow diagrams, other accepted design techniques, and Computer Aided Software Engineering (CASE) tools. Interpret software requirements and design specifications code, and integrates and tests GIS software components. Estimates GIS software development costs and schedule. Reviews existing programs and assists in making refinements, reducing operating time, and improving current techniques. Supervises GIS software configuration management.

**Functional Responsibility**

Analyzes and studies complex GIS system requirements. Designs GIS software tools and subsystems to support GIS software reuse and domain analyses and manage their implementation.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN530 SOFTWARE SYSTEMS SPECIALIST</b>
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**Minimum/General Experience**

Performs moderately complex analysis, design, development, testing and implementation of computer software in support of a range of functional and technical environments.

**Functional Responsibility**

Develops solutions to problems involving telecommunications, network design analysis, database design, etc.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

**SYN540 SUBCONTRACTING/RESOURCE MANAGER****Minimum/General Experience**

May perform complex evaluations of existing procedures, processes, and financial reporting. May perform complex evaluations of existing procedures, processes, techniques, models, and/or systems related to management problems or contractual issues that would require a report and recommend solutions. Prepares charts, tables, graphs, and diagrams to assist in analyzing problems.

**Functional Responsibility**

Directs all financial management and administrative activities, such as budgeting, manpower, subcontract arrangements, resource planning, and financial reporting.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

**SYN550 SYSTEMS ADMINISTRATOR/OPERATOR****Minimum/General Experience**

Optimizes system operations and resource utilization and performs system capacity analysis and planning. Provides assistance to users in accessing and using business/computer systems. Monitors and supports computer processing. Coordinates input, output, and file media. Distributes output and controls computer operation.

**Functional Responsibility**

Supervises and manages the daily activities of configuration and operation of business/computer systems.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

**SYN560/570/580/590 SYSTEMS ENGINEER****Minimum/General Experience**

Ensures systems and applications are compliant with standards for open systems architectures, reference models, and profiles of standards, such as the IEEE Open Systems Environment reference model, as they apply to the implementation and specification of information management solutions on the application platform, across the application program interface, and the external environment/software application. Evaluates and recommends COTS applications and methodologies that can be acquired to provide interoperable, portable, and scaleable information technology solutions. Performs analysis and validation of reusable software/hardware components to ensure the integration of these components into interoperable information management design.

**Functional Responsibility**

Applies software, hardware, and standards information technology skills in the analysis, specification, development, integration, and acquisition of systems for information management applications.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

<b>SYN610/620/630/640 SYSTEMS PROGRAMMER</b>
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**Minimum/General Experience**

Modify existing software as well as create special purpose software to ensure efficiency and integrity between systems and applications.

**Functional Responsibility**

Creates and/or maintain operating systems, communications software, data base packages, compilers, assemblers, and utility programs.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience

<b>SYN650/660</b>	<b>Learning Products Developer</b>
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**Minimum/General Experience**

Gathers, analyzes, and composes technical information required for preparation of user manuals, training materials, installation guides, proposals, reports, etc. Edits functional descriptions, system specifications, user manuals, special reports, or any other customer deliverables and documents.

**Functional Responsibility**

Conducts research and ensures the use of proper technical terminology. Translates technical information into clear, readable documents to be used by technical and non-technical personnel.

**Education Requirements**

Associate Degree or Equivalent Experience.

<b>SYN670/680/690/710 TASK ORDER PROJECT MANAGER</b>
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**Minimum/General Experience**

Directs completion of tasks within estimated timeframe and budget constraints. Schedules and assigns duties to subordinates and subcontractors and ensures assignments are completed as directed. Enforces work standards and reviews/resolves work discrepancies to ensure compliance with contract requirements. Interfaces with the Contractor's Program Manager as well as Government management personnel including, but not limited to, the Contracting Officer and the Contracting Officer's Technical Representative. Reports in writing and orally to contractor management and Government representative.

**Functional Responsibility**

Provides competent leadership and responsibility program direction through successful performance of a variety of detailed, diverse elements of project transitioning.

**Education Requirements**

Bachelor's Degree in Computer Science or Equivalent Experience.

**Minimum/General Experience**

Training development and delivery (classroom small group and computer application labs) experience. Experience in the instructional systems Development (ISD). Experience in appropriate software.

**Functional Responsibility**

Provide classroom instruction, labs, and educational material.

**Education Requirements**

Associate Degree or Equivalent Experience.

## Experience and Degree Substitution Equivalencies

Experience exceeding the minimum shown may be substituted for education. Likewise, education exceeding the minimum shown may be substituted for experience.

<u>Equivalent Degree</u>	<u>Experience</u>
Associate's	2 years relevant experience
Bachelor's	Associate's degree + 2 years relevant experience or 4 years relevant experience
Master's	Bachelor's plus 2 years relevant experience or Associate's degree + 4 years relevant experience or 6 years relevant experience
PhD	Master's + 2 years relevant experience, or Bachelor's + 4 years relevant experience or 8 years relevant experience